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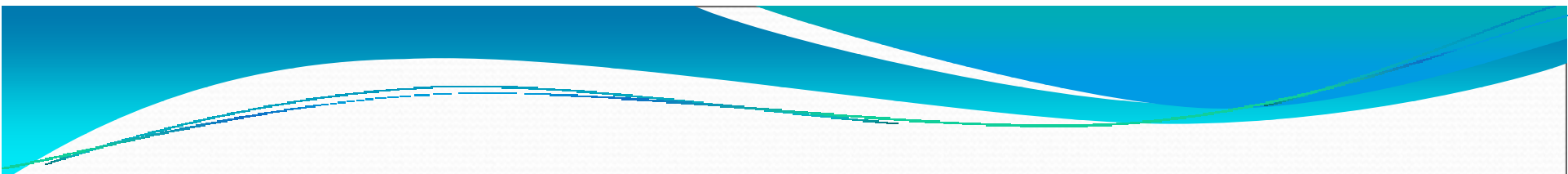
# **Boston Police Department Internal Affairs Division**

Complaint Resolution Procedure



# How to file a complaint?

- A complaint may be filed several ways:
  - You may contact any Boston Police District Station 24 Hours a Day. Whether you call or visit a station, please REQUEST to speak with a SUPERVISOR.
  - You may contact the Internal Affairs Division Monday through Saturday from 830AM to 500 PM.
    - Please Call 617-343-4320 and ask to speak with the ON-CALL Sergeant Detective
    - Or Visit IAD at Police Headquarters :
      - One Schroeder Plaza, Boston, MA 02120

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- You may also submit a letter documenting your complaint and mail it to IAD at One Schroeder Plaza, Boston, MA 02120 at your convenience.
  - Complaint Information Forms are available to assist you if you don't want to write a letter.
    - These forms are now within every Bureau of Professional Standards & Development Commendation/Complaint Resolution Procedure Brochure.
    - These brochures are available at any District Station, IAD, City Hall Law and Clerk's Office, and District Courthouses.
  - You can also fill out the Complaint Information Form online at [www.cityofboston.gov/police](http://www.cityofboston.gov/police). This web form will be sent directly to IAD once submitted online.



# Investigative Process

- Once a complaint is received, a complainant is interviewed by a Supervisor.
- If it is determined that a rule violation has possibly occurred, an internal complaint would be generated and an Internal Investigation would begin.
- At the conclusion of an investigation, it is reviewed by the Internal Affairs Chain of Command (i.e. the Lieutenant Detective, Captain Detective, and Superintendent of BPSD)
- It is then sent for review by the Legal Advisor and finally the finding(s) are approved by the Police Commissioner.





# Notification Procedures

- Once a complaint has been approved and a finding has been issued by the Police Commissioner, both the complainant and complained-of employee are notified of the finding by mail.
- Sustained findings are subject to a Department Hearing. The Legal Advisor's Office contact information is detailed in the finding letter.
- Not Sustained, Exonerated and Unfounded findings are eligible for Community Ombudsman Oversight Panel review. The CO-OP contact information is detailed in the finding letter and a CO-OP brochure is included with the letter.



# Questions?

Please contact the Internal Affairs Division at 617-343-4320.